

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department of Children and Families (DCF)		9. Position No.	10. Budget Program Number		Agency Number
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Human Services Consultant			
3. Division EES		12. Proposed Class Title			
4. Section	For Use By Personnel Office	13. Allocation		Position Number	
5. Unit		14. Effective Date			
6. Location (address where employee works) City Wichita County Sedgwick		15. By	Approved		
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. %		16. Audit Date: By: Date: By:			
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM To: 5:00PM	17. Audit Date: By: Date: By:				

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

With the implementation of Business Process Management (BPM) and the number of customers coming into the lobbies each day it is imperative that there be someone directing the traffic flow, which has been dubbed the "Quarterback". This insures that customers are served and that adequate staffing is maintained in the lobby \ non-lobby tasks.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
Allain Barnes	Public Service Executive I	K0200284

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Allain Barnes	Public Service Executive I	K0200284

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This position has a great deal latitude. The employee makes decisions on the staffing of the lobby, the positioning of staff and the closure of the lobbies. For extreme situations input will be requested from the Program Administrator and Assistant PAs. The employee is trained and charged with making decisions based on need.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time	
1. 45%	Directs Lobby work flow for EES in the Wichita Service Center. Assigns and directs staff to maximize the efficiency and effectiveness in the lobby. Coordinates with EES leadership so that lobby's share of resources is appropriate with the Non-lobby share of resources. Monitors customer traffic flow in relationship to staff resources. Uses tools available to assist in monitoring the work flow. Understands the daily, weekly, monthly, and annual trends and variations that occur in the volume of customer traffic in the lobby and the strategies that may be used at different times. Understands the relationship between the Lobby and Non-lobby and how they inter-connect. Insures that all clients have been seen by the close of business (5 pm) and that all workers are able to leave on time (5 pm). Analyzes and provides information to management on lobby coverage effectiveness. Insures that BPM practices are being followed in the lobby
2. 25%	Lead worker. Answers policy questions for staff. Provides process guidance and direction to EES Staff. Assists with client problems in the absence of EES Supervisors. Assists with pre-authorization reads when necessary.
3. 10%	The Position is responsible for the lobby staging area. Organizes the work so staff can work efficiently. Reviews the Red/Green Application "no shows" and directs paper and electronic files appropriately to Pending/Active/Closed.
4. 20%	Lead BPM Resource Person to all Regional Office on managing the BPM workload, BPR process and practices, and other BPM related topics. Monitors completion rates, transaction times, capacity gaps, and the correlation between system data and tracker data. Providing training on BPM process which will involve travel. Answering BPM questions face to face and/or electronically on an as needed basis. Attend various divisional, unit and regional meetings and trainings as needed.

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- (X) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position Number

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23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- () Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- (X) Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

If lobby is not managed appropriately customers will wait for excessively long hours. In addition it is imperative to avoid overtime expenses that staff are released from work by 5pm. As position will be viewed as a lead worker it is imperative that this worker know policy and give appropriate answers as cases are reviewed by QC and at the Federal level. Sanctions and fiscal repercussions are the result of excessive errors.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Constant contact with employees when making assignments and monitoring the tracker. Position does need to provide regular updates to Program Administrator and Assistants.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Possible exposure to hostile or upset customers/clients. May need to deal with upset/confused staff.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

General office equipment: Computers, copier, scanner, fax machines, calculators

PART III - To be completed by the department head or personnel office

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27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Education or Training - Special or professional

License, certificates and registrations

Special knowledge, skills and abilities

Knowledge of principles of interviewing and other information gathering techniques.

Knowledge of available state and federal human service assistance programs and their eligibility requirements

Knowledge of assessment principles and techniques

Ability to compute complex equations using addition, subtraction, division, multiplication and percentages.

Ability to conduct assessments, summarize and interpret findings

Ability to organize and consolidate information, maintain records, prepare reports and complete other caseload management functions

Ability to apply analytical thinking and deductive reasoning to arrive at reasonable judgments

Ability to interpret and apply state and federal regulation in specific case situations

Ability to communicate complex information effectively

Ability to establish and maintain effective relationships with diverse populations.

Experience - Length in years and kind

At least 2 years as a Human Services Specialist

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date